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July 14, 2000

Mr. Dale Hatfield  
Chief, Office of Engineering and Technology  
Federal Communications Commission  
2000 M Street NW, Suite 480  
Washington, DC 20554

Dear Mr. Hatfield:

As required by Part 63.100(a) of the Commissions Rules, AT&T hereby files its Final Service Disruption Report for an AT&T Local Services network outage.

**1. DATE / INCIDENT LOCATION TIME:**

June 13, 2000 02:10 PM EDT

**2. GEOGRAPHICAL AREA AFFECTED:**

Washington, D.C.

**3. CUSTOMERS AFFECTED (APPROXIMATELY):**

31,902 (based on blocked calls)

**4. TYPES OF SERVICES AFFECTED:**

Toll Access and Toll Completing

**5. DURATION OF OUTAGE:**

15 Hours and 15 Minutes

**6. BLOCKED CALLS:**

95,707

**7A. CAUSE OF INCIDENT:**

While performing a provisioning activity, an AT&T Local Services technician removed three working DSX-3 cross-connects in Washington, D.C.

**7B. EQUIPMENT NAME / TYPE:**

DSX-3 Cross-Connect Frame

**7C. PART OF NETWORK:**

Washington, D.C. – Washington, D.C.

**8. RESTORATION METHODS:**

In response to trouble reports of massive blocked attempts, an AT&T Local Services technician was dispatched to the site to identify the trouble. Investigation and testing by the technician revealed the trouble and he patched around the bad DSX-3 module, restoring one of the three DS3s. The second DS3 came clear during further testing, restoring service to both core DS3s. The remaining DS3, (for Local Services) was restored when the technician re-terminated the DSX-3 cross-connect to the correct DSX-3 module.

A combination of inaccurate circuit records and DSX-3 labeling contributed to the confusion of whether the facility was active or disconnected, thereby delaying service restoration.

**9. STEPS TO PREVENT REOCCURRENCE:**

- Shortly after the service disruption, AT&T Local Services provided City Operations personnel with another briefing on the AT&T Ask Yourself Practices. During the briefing, it was re-emphasized that no technician is permitted to interfere with an active service with the exception of maintenance work. If it proves necessary to interrupt an active service, the technician must contact city management for direction prior to proceeding with work activity.
- Circuit records and DSX-3 labeling are in the process of being updated/corrected to prevent future errors.
- AT&T Local Services will reinforce the proper referral process with the respective maintenance centers. A plan will also be provided to insure timely dispatch of City Operations technicians.

## **10. APPLICABLE BEST PRACTICES:**

AT&T has reviewed the Network Reliability: A Report to the Nation, June 1993 and has evaluated all best practices in SECTION D – DIGITAL CROSS-CONNECT SYSTEMS. In efforts to prevent digital cross-connect procedural errors, AT&T is in full support and practice of the industry countermeasures emphasized below.

### **Section 6.1.3 Provisioning Activities**

Procedures must be in place to allow for manual provisioning in the event of system failure. Provisioning activities have the potential to negatively affect traffic if procedures are not closely followed. It is recommended to restrict the provisioning technicians from all commands except those that are needed for their work.

### **Section 6.2.4 OAM Documentation**

Many of the DCS outages identified in this study, and a large percentage of those first reported by the customer, can be related back to improperly followed routine operations and maintenance procedures. This clearly identifies the need for a well-organized and comprehensive operations and maintenance manual as a standard document for all digital cross-connect systems.

The DCS operations and maintenance manual should give an overview of the system and identify procedures for daily operation. It should contain detailed routine maintenance procedures, diagnostics, and procedures for replacing components.

- Sincerely,

A handwritten signature in black ink, appearing to read "M. Del Pino", with a long horizontal stroke extending to the right.

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B/C 90,000 - 149,999 3 days  
B/C 150,000 & greater 120 minutes

## AT&T Initial Service Disruption Report

FAX TO: FCC WATCH OFFICE, WASHINGTON, DC

202-632-6975 Voice  
202-418-2812 FAX

ALTERNATE FCC WATCH OFFICER

202-418-2813 FAX

1. Date/Time of Incident JUNE 13, 2000  
14:10 EDT.
2. Geographic area affected WASHINGTON, DC.
3. Customers affected (est) 30,000 +
4. Types of service affected TOLL CONNECT
5. Duration of outage 15 Hours 15 minutes
6. Blocked calls (est) 90,000 +
- 7a Cause of incident Under Investigation
- 7b Equipment name/types DS3 X CONN FRAME
- 7c Part of network affected WASHINGTON, DC
8. Restoration methods used PHYSICAL REPAIR
9. Steps to prevent recurrences NOT APPLICABLE.

AT&T contact person:

Mike DelCasino

Telephone number:

202-457-2023 / 202-457-2127

Date/Time of report: